

**GENERAL MANAGER – COMMUNITY SERVICES**

**DISTINGUISHING FEATURES**

The fundamental reason the General Manager – Community Services exists is to provide the administration, leadership, management, and operation of the Community Services Department, including Human Services, the Library and Parks and Recreation. Contributes effectively to the organization's performance goals and strategies. This classification is a direct manager to the division heads of each department. This classification is supervisory. Work is performed under general supervision by an Assistant City Manager.

**ESSENTIAL FUNCTIONS**

Provides vision and leadership while directing the overall activities of programs in the Community Services Department.

An innovative leader that contributes effectively to the organization's performance goals and strategies. Promotes shared responsibility, teamwork, city values, and acceptance of change.

Establishes goals, objectives, manpower, budgets, equipment requests, expenditures of divisions in Community Services. Responsible for formulation and attainment of department goals and objectives.

Communicates and manages organizational change.

Supervises and coordinates the Community Services Department five year plan, capital improvements plan, and annual work plan as related to Community Services.

Coordinates the activities of three City Council appointed advisory commissions and makes recommendations to the City Council on all departmental matters.

Formulates, interprets and implements City policies and administrative regulations. Makes recommendations to the City Manager on matters relating to major policy.

Prepares the departmental budgets and manages funds received.

Works in close cooperation with other City management and officials to further the objectives of the City and the department.

Administers contracts with the Cultural Council, Tournament Players Club and Scottsdale Charros.

Is committed to quality and possess a shared commitment with the organization that focuses on continuous improvement.

Effectively communicates with all levels of City staff, Council and Commissioners and the public.

Prepares and presents Council and Commission reports, performance evaluations, memos and other similar types of documents.

Supports and represents City Council and management policies and practices to the public and other City employees.

## **MINIMUM QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of:

Areas of library science, parks maintenance, recreation programming, social service and geriatrics programming, public facility management, building and facilities maintenance, equipment management and maintenance, and contract administration.

Principles and practices of public and fiscal administration.

Management practices and procedures.

Community organizations and their leaders.

Various negotiation styles and techniques.

Ability to:

Demonstrate excellent written and oral communication skills

Personify leadership and promote shared responsibility, teamwork, and continuous improvement.

Interpret City ordinances, rules and regulations, and make rational decisions in accordance with established policy.

Effectively communicate verbally and in writing with all levels of City staff, Council, and public.

Establish and maintain cooperative and effective working relationships with City officials, city departments, citizen groups, community leaders, businesses and the general public with widely diverse points of view.

Conduct research and analyze, interpret and report research findings and recommendations

Prepare clear and concise detailed reports.

Be committed to quality and possess a shared commitment with the organization that focuses on continuous improvement.

Model City Values and manage within Values to guide effective organizational change and renewal.

Be an innovative leader that contributes effectively to the organization's performance goals and strategies.

Exercise excellent verbal, written, and interpersonal skills to develop, establish, evaluate, recommend, and implement departmental policies, goals, and objectives.

Value diversity and promote shared responsibility, teamwork, systems integration, and acceptance of change.

Comprehend and make inferences from written material and verbal and/or written instructions.

Proficiently operate a personal computer, software, and other equipment essential to performing daily activities.

Main regular consistent attendance and punctuality.

### **Education & Experience**

Bachelor's degree in Public or Business Administration or a closely related field plus 10 years progressively responsible experience as a director or division manager level in community services program areas. A Master's degree is desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified